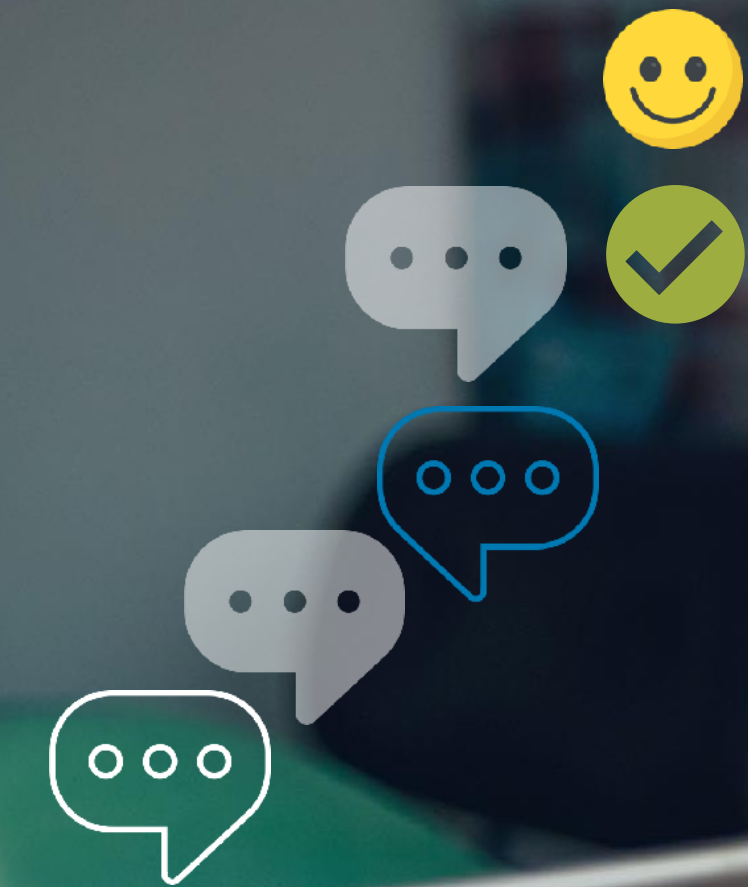NTT DATA

AssistTEA
Virtual assistant for employees
by NTT DATA

Virtual assistant for the employee in Teams

Achieve greater visibility and efficiency in the customer's business by accelerating all customer processes and solving employee problems.

PPT-CM_v17
Nov 2021

"No way!"
"Not today, please!"

Problems, unfortunately, come by themselves

Sometimes the smallest problem can become a very big problem.

We rarely stop to think about the impact of the small problems that can arise every day.

- **Business impact:** opportunity cost, ...
- **Financial impact:** costs, time, ...
- **Impact on Operations**: customer image,...
- **Impact on Brand**: **dis**satisfaction, …
- **Impact on IT**: UAC, Call center, calls, …

Opening a ticket, contacting support can turn into a bad dream.

The eternal request: "And mine by when"

How many times have we opened a simple but very important ticket and it has been returned to us because it was not sent to the right place, or it has simply been lost among many other piles of tickets that were there in advance.
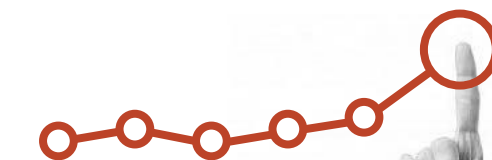
AssistTEA by NTT DATA

Liquid Workplace
by NTT DATA

NTT DaTa

I help you to solve problems.
This is me:

I am **your** Virtual Assistant for the employee.

Look no further.

You have me here.I answer for you.

+70%

Will invest in AI and VA

According to a survey conducted by Gartner in 2021, more than 70% of respondents plan to invest in AI and conversational VA in the next 18 months with an average budget of $317K.

AssistTEA

provides a virtual assistant to each employee (VEA) in the organization that helps them to solve problems autonomously, quickly, effectively and with the best experience, increasing productivity and operational efficiency, while increasing satisfaction and decreasing frustration and Time to Market.

AssistTEA by **NTT DATA**

Where to start?

Liquid Workplace
by NTT DATA

AssistTEA
Virtual assistant for employees
by NTT DATA

Hello!. How can I help you?

Don´t worry.

We solve it right now.

Happy to help.

- Employee productivity and satisfaction
- Automation and resolution of processes
- Cost reduction and improved employee value
- Internal operational efficiency with direct improvement in the company's income statement.

Putting our business employee always at the center of our work

Helping them to solve their problems with a virtual assistant

On its corporate channel Teams

Liquid Workplace
by NTT DATA

NTT DATA

Born to solve problems

In the quickest, simplest and most effective way

I am not a simple Virtual Assistant

Not only do I listen and manage, but I also execute and resolve

Problem > Solution: reduction of level L1 tickets

The installation of a new application, a new service, a new email... no matter what the action is, what is certain is that doubts and problems arise during the learning process. Knowing how to differentiate and solve them is the key.

-40%
reduction in tickets and support interaction

You have the questions, I have the answers

All the answers in one place, knowledge always under control.

AssistTEA ensures that all the information is grouped together, can be updated and in the same place, avoiding the dispersion of information.

96%
Very high precision and accuracy of answers to questions.

Happier teams

Knowing how to categorize and respond quickly and efficiently increases the satisfaction of all employees, generating satisfied and well-informed employees. No more frustration.

Teams are happier, more confident and more corporate..

+80%
employee satisfaction with AssistTEA's management and increasing

48%

decrease in urgent consultations with low-value problems

The key is to be able to deploy people to solve higher-value tasks.

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Liquid Workplace
by NTT DATA

NTT DaTa

Call it operational efficiency, call it business benefits.

How much does it cost to solve problems?

I am here to help you

Just ask.

New ways of working

Empowering employees in the digital world is about improving productivity and experience in a world of virtual interactions. AssistTEA adapts to today's teleworking needs.

25% ▶ **75%**

According to Gartner with the implementation of the service it is used by 25% (our customers 35%). After one year it is used by 75%.

More efficiency, more productivity

AssistTEA solves problems that improve operational efficiency across the entire organisation, reducing Time to Market.

IT incident costs are high as they require a lot of human effort. By eliminating the most frequent tickets we make the team much more efficient..
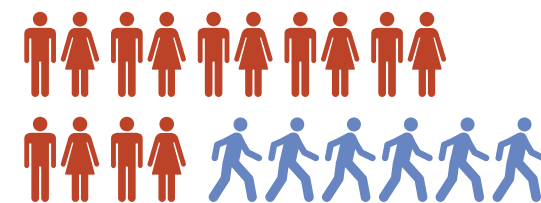
A 60% is too much.

Quick, easy and tailor-made

Adoption by users is immediate as it is integrated into Teams: there is nothing new to learn.

We make the service fully customizable and friendly to your company's image, and the use cases are packaged and verticalized by sector so that, whatever the business, AssistTEA adapts to it in a customized way.

24/7

Your assistant never sleeps. Whenever you need it, it is always there for you.

(+2%)

What is the real value of being able to increase the cost of internal efficiency in the income statement?

The value of AssistTEA to an organisation's operational efficiency is highly significant.

AssistTEA by NTT DATA

Native to Office 365, compatible with everything.

Built on Microsoft Office 365

Unique solution on the market in Teams

I get along perfectly well with everyone.

I am adaptable

Covid-19
Software
Hardware
VPN
Mail

A 10 in integration

With Teams, all the improvements are at your fingertips, today and tomorrow. AssistTEA is based on 100% Microsoft technology, native in Azure and Office 365 and integrable via APIs with all kinds of tools.
You will never depend on a third party for your employee assistance service. The AI engine is in your power.

1-3 months

to start helping you and be your Assistant

Microsoft Azure   Office 365
Microsoft System Center   zendesk   bmc
servicenow   Jira
Microsoft Intune

+50

Portfolio of pre-defined use cases to speed up the implementation process

Some common use cases

AssistTEA has more than 50 predefined use cases.

- Mail problems
- Hardware requests
- Software requests
- Tickets status queries
- VPN problems
- Office 365 mailbox creation
- Covid-19 Frequently Questions
- Location questions for Expense sheets, manuals...
- Guides on how to use Teams

20.000

Teams users already use AssistTEA on a daily basis.

It does not depend on third parties and is fully scalable:
In addition to improvements to the Assistant itself, everything Microsoft implements is updated instantly.

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by NTT DATA

NTT DATA

I listen, I understand, seek, respond and resolve

This is how AssistTEA works

I carry out many processes

But I respond in less than a second

Don't be fooled.

Nothing will ever be the same again.

The traditional helpdesk is dead.

The sooner you implement AssistTEA the better.

Normal day-to-day

The user wants a software

The user opens a ticket or calls the Service Desk.

The Service Desk technician takes note of user, equipment and software data.

Service Desk contacts the user again, corrects the information and sends it back to the "resolver" group.

User without an installed software

The ticket is returned to the Service Desk and the user is contacted and notified.

The ticket is received in the "resolver" group.

Is the ticket correctly catalogued?

No

Yes

Is the software approved or in the catalogue?

No

Yes

The technician connects to the device management tool and starts the software installation process on the equipment.

Has the software been installed correctly?

No

Yes

The user has a software

With AssistTEA

The user wants a software

AssistTEA
Virtual assistant for employees
by NTT DATA

The user writes to AssistTEA "I want a software"

AssistTEA presents a form to be filled in by the user

AssistTEA open a ticket to homologate it and notifies the user

Does AssistTEA have the software in the catalogue?

No

Yes

The user has a software

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-1" is the response time of AssistTEA

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Digital channel for empoyee self-service and support

Multinational Telecommunications Company

AssistTEA
Virtual assistant for employees
by NTT DATA

Employee Self-Service Support Assistant via Microsoft Teams

47%

Tipologies resolution
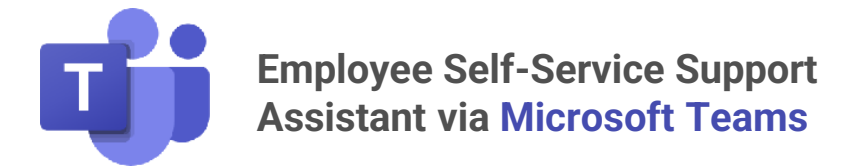
- Proactive conversations
- Open case status
- Updates
- Remedy and SCCM integration
- Workplace query resolution
- Transactional forms
- Access to documents

AssistTEA by NTT DATA
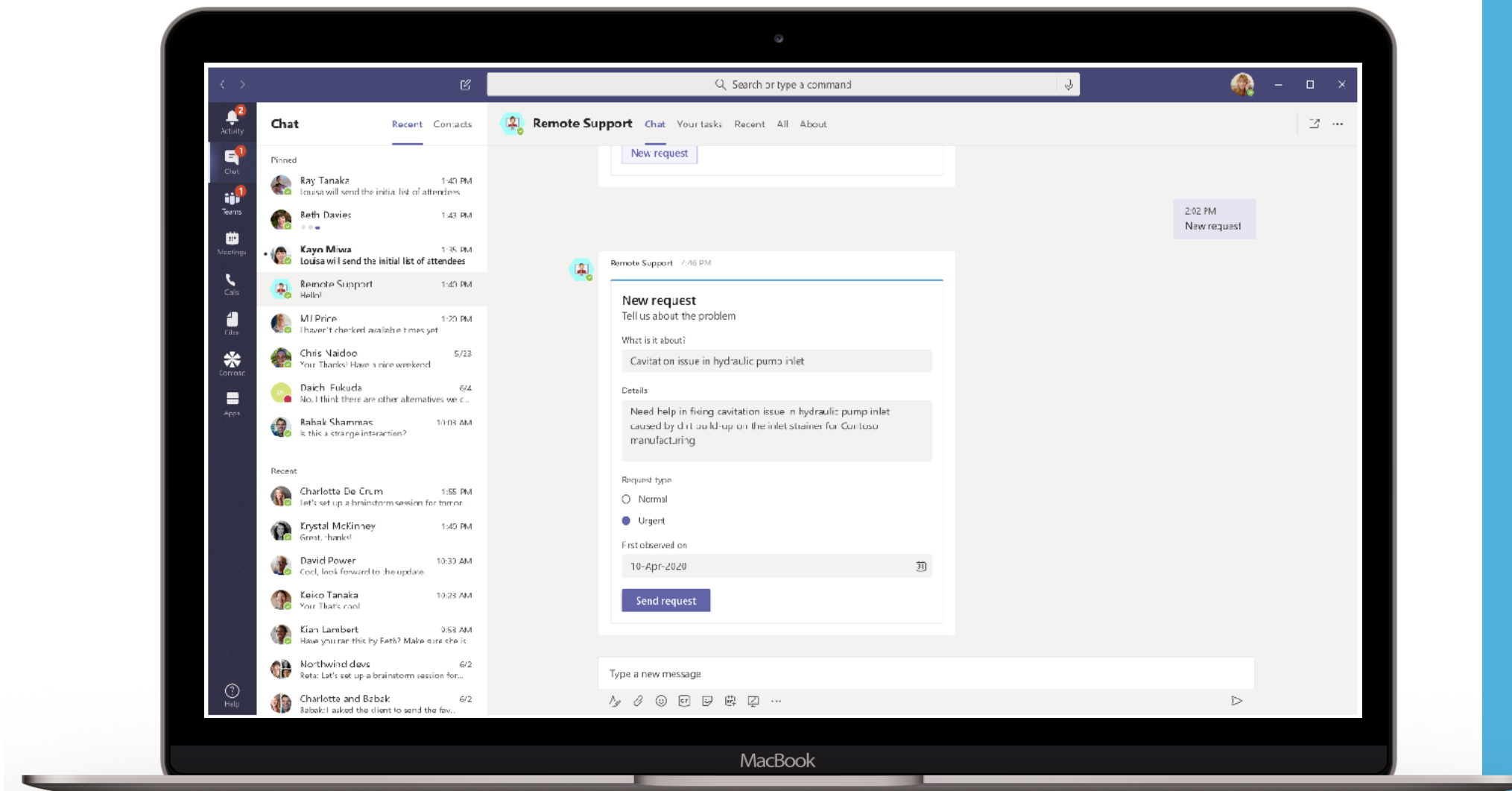
20.000

AssistTEA users

-

Use cases:

- Mail problems
- Hardware requests
- Software requests
- Tickets status queries
- VPN problems
- Office 365 mailbox creation
- Covid-19 Frequently Questions
- Location questions for Expense sheets, manuals...
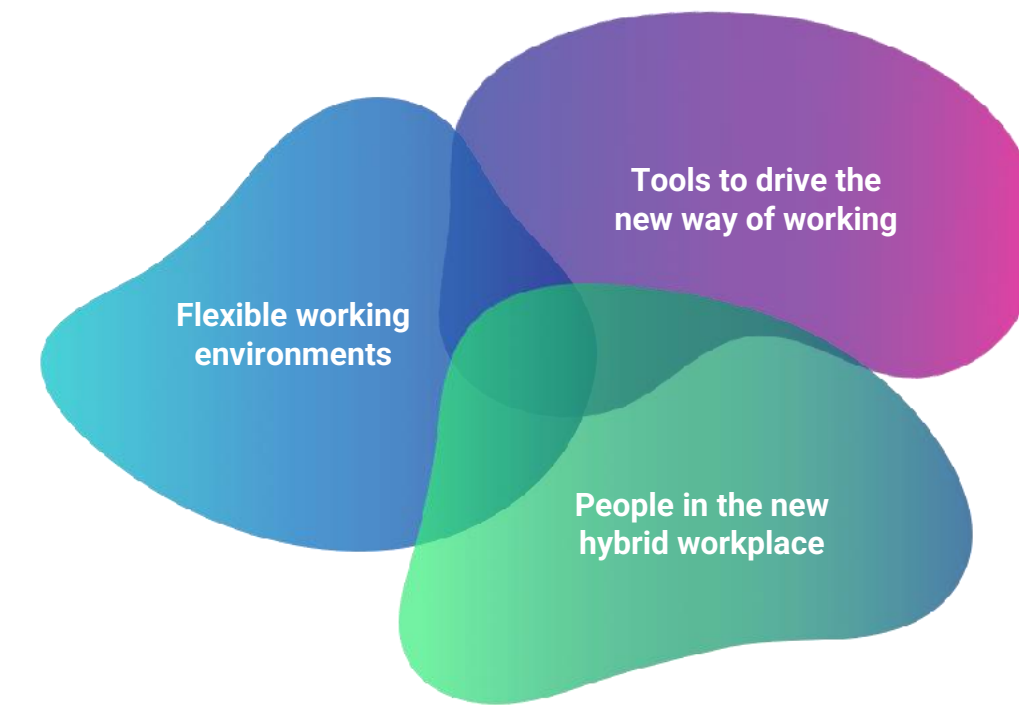- Guides on how to use Teams

A liquid workplace for a hybrid world

Liquid Workplace by NTT DATA

Liquid Workplace
by NTT DATA

+62%
Increased productivity

+56%
Valuation of time and money saved

Flexible working environments

Tools to drive the new way of working

People in the new hybrid workplace

+16%
Working with family members

+9%
Increased concentration

25%-30%
Of employees will work from home several days a week by the end of 2021.

Workplace	Contents	Collaboration	Comunication	Knowledge management & information research	Processes and employee support	Training	Technology integrated into spaces	Access points
Office 365	Office 365	Office 365	Office 365	Office 365	Office 365	Office 365	Naka — Immersive experiences at scale by NTT DATA	Office 365
	Microsoft Stream				PowerApps	MeLT	Habität — The cost-effective workspace optimization by NTT DATA	
	Knowler — Smart Knowledge Management by NTT DATA	Tōgō — A social digital workplace by NTT DATA	Tōgō — A social digital workplace by NTT DATA	Knowler — Smart Knowledge Management by NTT DATA	AssistTEA — Virtual assistant for employees by NTT DATA	eva — Entreprise controversial AI by NTT DATA		Tōgō — A social digital workplace by NTT DATA
	Tōgō — A social digital workplace by NTT DATA			Tōgō — A social digital workplace by NTT DATA	Clonika — Intelligent automation platform by NTT DATA	Naka — Immersive experiences at scale by NTT DATA		
					eva — Entreprise controversial AI by NTT DATA			
					Naka — Immersive experiences at scale by NTT DATA			

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by NTT DATA

NTT DATA

Agile and decisive on the outside, very complete on the inside.

The most relevant features

I have many characteristics

But the best is to be able to help you

Office 365

Azure / Microsoft Office 365 Native: Accelerate adoption. All Microsoft implementations are adapted with minimal effort. Native channel in Teams with no additional component development or deployment.

Unique solution on the market in Teams

Cognitive

Information in conversational and easy-to-navigate responses. Training in native services and structured sources such as Sharepoint or information repositories.

High precision and accuracy in response.

Automation

Its transactional actions are complemented by the automation of query, problem and incident resolution processes, reducing the number of queries, increasing employee satisfaction and improving UX.

Analytics

Native usage analytics, user conversations and usage pattern detection help track customer and human workforce operating parameters. Customised reporting and issue compliance tracking.

96%

Very high precision and accuracy of answers to questions.

Transfer to Agent

Personal attention management for the employee when the case requires it. Queue management system with ability to route agents based on skills.

Integrable

Integrations with the main Workplace tools, allowing great self-service and autonomy. Thanks to its extensive support, it allows to streamline the employee's work and improve their UX.

Privacy

With all data included in the customer's Azure subscription for full control and high security.

Omnichannel

Ensuring omni-channel self-service by providing efficient and natural interactions, while reducing costs and increasing productivity in the enterprise..

Multi-language

Translates text in real time across 90 languages and dialects, powered by the latest innovations in machine translation.
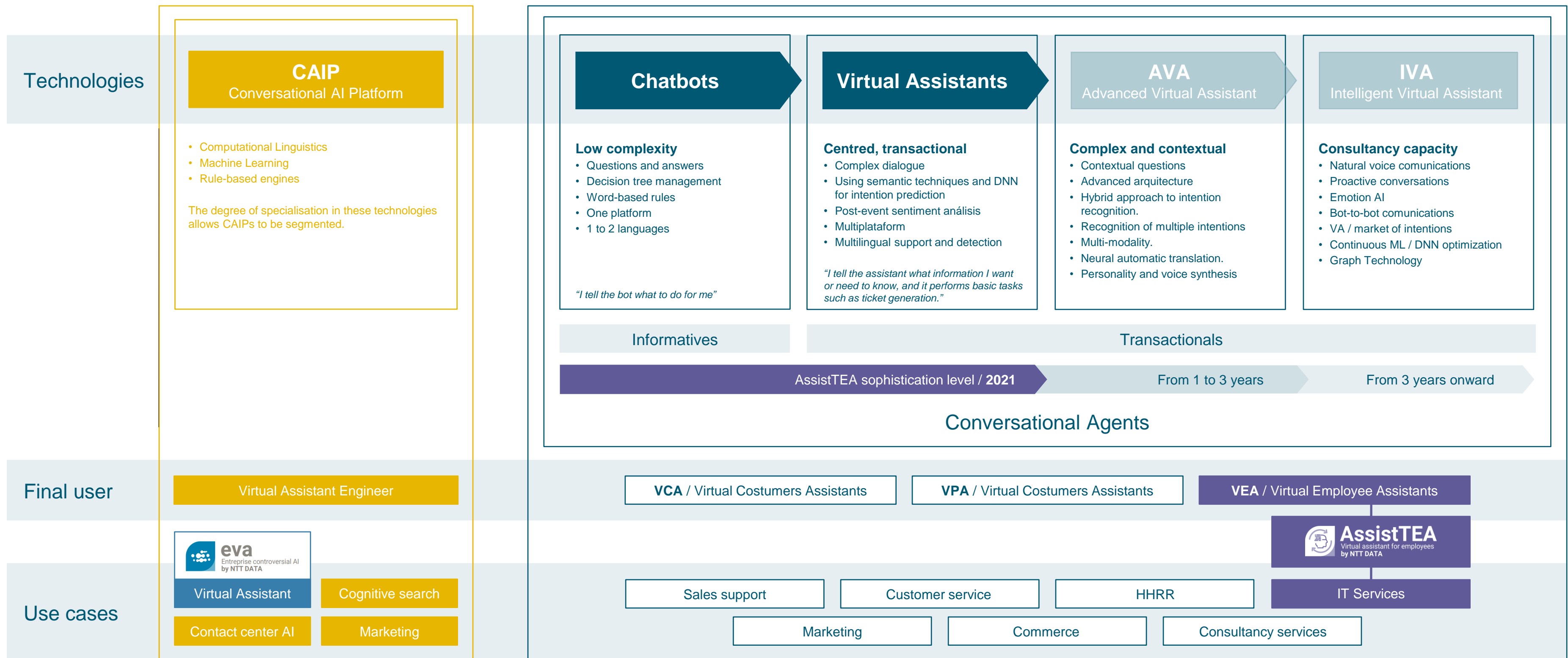
AssistTEA by NTT DATA

Annexed

AssistTEA vs eva

Platforms

Virtual Assistants

Technologies

CAIP
Conversational AI Platform

- Computational Linguistics
- Machine Learning
- Rule-based engines

The degree of specialisation in these technologies allows CAIPs to be segmented.

Chatbots

Low complexity
- Questions and answers
- Decision tree management
- Word-based rules
- One platform
- 1 to 2 languages

"I tell the bot what to do for me"

Virtual Assistants

Centred, transactional
- Complex dialogue
- Using semantic techniques and DNN for intention prediction
- Post-event sentiment análisis
- Multiplataform
- Multilingual support and detection

"I tell the assistant what information I want or need to know, and it performs basic tasks such as ticket generation."

AVA
Advanced Virtual Assistant

Complex and contextual
- Contextual questions
- Advanced arquitecture
- Hybrid approach to intention recognition.
- Recognition of multiple intentions
- Multi-modality.
- Neural automatic translation.
- Personality and voice synthesis

IVA
Intelligent Virtual Assistant

Consultancy capacity
- Natural voice comunications
- Proactive conversations
- Emotion AI
- Bot-to-bot comunications
- VA / market of intentions
- Continuous ML / DNN optimization
- Graph Technology

Informatives

Transactionals

AssistTEA sophistication level / **2021** — From 1 to 3 years — From 3 years onward

Conversational Agents

Final user

Virtual Assistant Engineer

VCA / Virtual Costumers Assistants

VPA / Virtual Costumers Assistants

VEA / Virtual Employee Assistants

eva
Entreprise controversial AI
by NTT DATA

AssistTEA
Virtual assistant for employees
by NTT DATA

Virtual Assistant | Cognitive search

Use cases

Contact center AI | Marketing

| Sales support | Customer service | HHRR | IT Services |

| Marketing | Commerce | Consultancy services |